



GUEST DIRECTORY

WELCOME TO HOTEL KILKENNY



Dear Guest,

I would like to take this opportunity to extend a very warm welcome to the Hotel Kilkenny, a member of the renowned Griffin Hotel Group.

We trust that your stay will be both enjoyable and comfortable and if there is anything that we can do to enhance your visit, please do not hesitate to ask as it will be a pleasure to be of service to you.

We wish you a most pleasant stay and we sincerely appreciate you having chosen us as your preferred destination. We look forward to looking after you again in the future.

Scroll down through our guest directory for helpful information regarding your stay.

David Byrne

David Byrne
General Manager

Please dial 0 for Reception if we can be of any assistance to you.



GUEST DIRECTORY

COVID SAFETY



Hotel Kilkenny is delighted to announce that we intend to open our doors once again to the public on the 3rd of July 2020. This has been quite a journey for our team and indeed the world. We are thrilled to start returning to what we do best ensuring our guests have an amazing stay in one of the most beautiful places in Ireland.

However we realise and take seriously the threat of Covid-19 and the safety of our staff and our guests was, is and always will be our top priority. With this in mind we will adhere strictly to all government guidelines and indeed have added our own extra measures to ensure you can relax and enjoy the wonderful warm welcome of Hotel Kilkenny once more.

Here is a synopsis of the measures we are taking to ensure the safety of our guests and staff:

Hotel Kilkenny is adhering to all published health protocols for the hotel industry.

Access to swimming pool will commence from July 3rd with social distancing guidelines.

All meal times will be confirmed prior to arrival to ensure social distancing.

All Staff and Guests are pre-screened before arrival for contact with or symptoms of COVID-19 with flexible rebooking offered to guests.

Physical distancing is active within our buildings.

Hotel Kilkenny has appointed trained COVID representatives

All employees are trained to adhere to COVID protocols.

Staff have been trained in the correct use and disposal of their appropriate PPE.

Public sanitisation stations are freely available for guests.

All public areas are sanitised to international best practice.

Common touch points in public areas are hourly sanitised.

Bedrooms and all bathroom surfaces are fully sanitised to international best practice prior to guest check in.



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LEISURE CENTRE - DIAL 3300



*Note due to COVID regulations Pool & Gym times must now be pre-booked.

Swimming Pool and Gym are open from 8am to 8pm.

- Each Adult may book one 50min Pool or Gym time slot (subject to availability)
- Each family may book one 30min Family Kids pool time slot (subject to availability)
- Please note: All children under the age of 16 must always be accompanied by and adult while in the Active Club. Unaccompanied minors will not be allowed access to the club.

Due to COVID regulations; changing facilities are available when using the pool only. Please use towels available in your bedroom, if you require fresh towels please Dial 0 to contact reception. As per COVID guidance, there are no changing facilities for Gym users.

*Please ensure to dial 0 or 3300 to book your Pool / Gym times.

ROOM SERVICE - DIAL 0



Room Service Breakfast: Continental Style only - available 7am – 10am

Room Service Menu available 12:30pm – 9pm.

Please allow up to 30 minutes for food to be delivered to your room. Due to COVID regulations the items will be left outside your door and we will knock to inform you that your room service is ready for collection.

There is a €5 room tray charge. Room service can only be charged to your room if you have provided a pre-authorised credit card when checking in.



GUEST DIRECTORY

DINING - DIAL 0



Dining at Pure Bar

Food is available in Pure Bar from 12:30pm to 9pm - booking is essential.

*Alcohol may only be served with a meal until the 20th of July.

Kids Menu available Served 12:30 pm – 7pm

*Due to COVID regulations; residents bar will not be available until the 20th of July. We apologies in advance for any inconvenience this may cause.

Afternoon Tea - Dial 0

Traditional Afternoon Tea served in the Lounge at Pure Bar from 3pm – 5pm

Booking is essential. €17.50 per person or €22.50 per person with a glass of Prosecco.

Dining at Taste Restaurant - Dial 0

*Note: during COVID please note that Bookings are essential for all meals services.

Breakfast is served from 7:00am to 10:00am - booking is essential.

*Please note that despite a booking, breakfast times after 9am may result in a wait time.

Please dial 0 for Reception to book breakfast times.



Orchard Salon - Dial 3241

Featuring full range of salon treatments available seven days from 10am.

Due to COVID regulations please note that bookings are now essential and treatments will be carried out in accordance with public health guidelines. For an appointment please dial Ext 3241 or call +353567756555.

Hairdresser - Matrix Hair - Dial 3300

Matrix Hair is located in the Active Club. Please contact directly to book an appointment.

Dial Ext 3300 or call +353 (0)87 1546635.

Open Tuesday - Saturday from 10am.

Housekeeping - Dial 0

For any housekeeping requirements or extra amenities please to speak with the front desk team to assist you.

Laundry Service - temporarily unavailable
Unfortunately until COVID restrictions are lifted further we cannot provide a laundry service to guests.



GUEST DIRECTORY



Fire Safety

For your safety the hotel hosts a constantly monitored fire and smoke detection system operating throughout the building. In the unlikely event of a fire, please follow the fire exit route instructions located on the back of your bedroom door. Please assemble at the fire assembly point located in the main carpark.

Security

Please ensure that your key card and holder (card with your signature) are with you at all times and that your bedroom door is locked when you leave your room.

WiFi - Hotel Kilkenny WiFi

Is provided throughout the building free of charge. No password is required.

Please note: The hotel cannot accept any responsibility in the setting up or use of your device. It is highly advisable that while you are connected to the network your antivirus software and personal firewall are up to date and active.